



OFFICE OF THE LIBRARIAN

BUILDING ON THE SUCCESS of the inaugural National Book Festival on September 8, 2001, the Library planned a second annual book festival for October 12, 2002, with First Lady Laura Bush as host. At the end of fiscal 2002, plans included some seventy authors participating on the west lawn of the U.S. Capitol.

The Library's highest priority throughout the year remained the security of the staff members, collections, and facilities. As a result of the terrorist attacks and anthrax incidents, the Library initiated and expanded security-related activities during fiscal 2002. In support of those initiatives, Congress approved a supplemental appropriation of nearly \$39.1 million in emergency security funds that allowed the Library to address the effect of the terrorist attacks on its operations. The Library's Office of Security continued to implement various components of the Library's 1999 Security Enhancement Implementation Plan while leading the effort to coordinate emergency communications between the Library, the U.S. Capitol Police, and various law enforcement agencies.

INTERNATIONAL HORIZONS

The Office of the Librarian continued to provide leadership for the International Horizons program, a global cooperative project to digitize the Library's international collections along with treasures from other institutions around the world. The Librarian's Office staff members undertook project planning and fund-raising activities for existing projects and potential collaborations, including Chief of Staff Jo Ann C. Jenkins's trip to visit partners in Spain and Italy in the early spring.

International Horizons was presented as a topic for future development at the fall meeting of the James Madison Council. The Librarian outlined his vision for educational outreach and expanded digital offerings from the Library's main Web site, with particular emphasis on materials showcasing the Library's international digital offerings.

By year's end, the International Horizons site had grown to incorporate Portals to the World, a Web site linking to electronic resources in more than fifty countries, as well as Meeting of Frontiers (a bilingual English–Russian digital library) and Parallel Histories, or Historias Paralelas, (a bilingual English–Spanish digital library). As a result of that growth, a name change from International Horizons to Global Gateway was anticipated early in fiscal 2003.

CONGRESSIONAL RELATIONS OFFICE

The Congressional Relations Office (CRO) was the primary point of contact between the Library and the members of Congress, congressional committees, or congressional staff members for all needs and purposes other than legislative research.

In fiscal 2002, the office responded to more than 6,500 congressional inquiries about the Library's collections, programs, operations, and facilities. CRO prepared official correspondence for the Librarian and Deputy Librarian in response to inquiries from members of Congress. CRO also furnished numerous briefings, position papers, fact sheets, and policy analyses for congressional staff members and Library officials on issues and legislation affecting the Library.

Appropriations

The Library's budget request for fiscal 2003 was \$572.7 million including authority to spend an additional \$36.6 million in receipts. The Librarian of Congress and other Library officials testified about the Library's budget before the Senate Subcommittee on Legislative Branch Appropriations on March 13, 2002, and before the House Subcommittee on Legislative Branch Appropriations on April 24, 2002 (see also Appendix B: The Librarian's Testimony). A major part of the Library's submission was funding to provide mandatory pay raises and price-level increases. Other increases reflected support for the National Digital Library and the Law Library's joint electronic initiative, collections access, preservation, and security of artifactual collections. Appropriations also enhanced CRS analytical and informational capacity, infrastructure support, and Copyright Office reengineering.

Different versions of the fiscal 2003 Legislative Branch Appropriations Bill were passed in the House on July 18 and in the Senate on July 25. At the end of the fiscal year, the conference committee had not yet met to reconcile differences between the House and Senate versions of the bill for fiscal 2003 (House Resolution [H.R.] 5121). As a result, the Library operated under a Continuing Resolution, which funded operations at fiscal 2002 levels.

Veterans History Project

Signed into law on October 27, 2000, Public Law 106–380 directed the Library of Congress to work with interested groups and individuals to establish a Veterans History Project that would collect video and audio recordings of personal histories and testimonials of American war veterans. Throughout the fiscal year, CRO worked closely with the project to coordinate all aspects of congressional activity, including raising congressional awareness of the project and encouraging congressional participation. CRO helped with congressional mailings, kept sponsors of the legislation informed of activities and progress, and aided the project in starting a program to collect oral histories of members of Congress who are war veterans.

Capitol Visitor Center

The Architect of the Capitol began construction on the Capitol Visitor Center (CVC) during 2002. Upon request of the Librarian of Congress, early in fiscal 2002 the Capitol Preservation Commission approved the addition of a tunnel from the CVC to the Thomas Jefferson Building. CRO staff members have also been involved in monitoring the designs to modify the Jefferson Building, plus the progress of CVC exhibits that are planned.

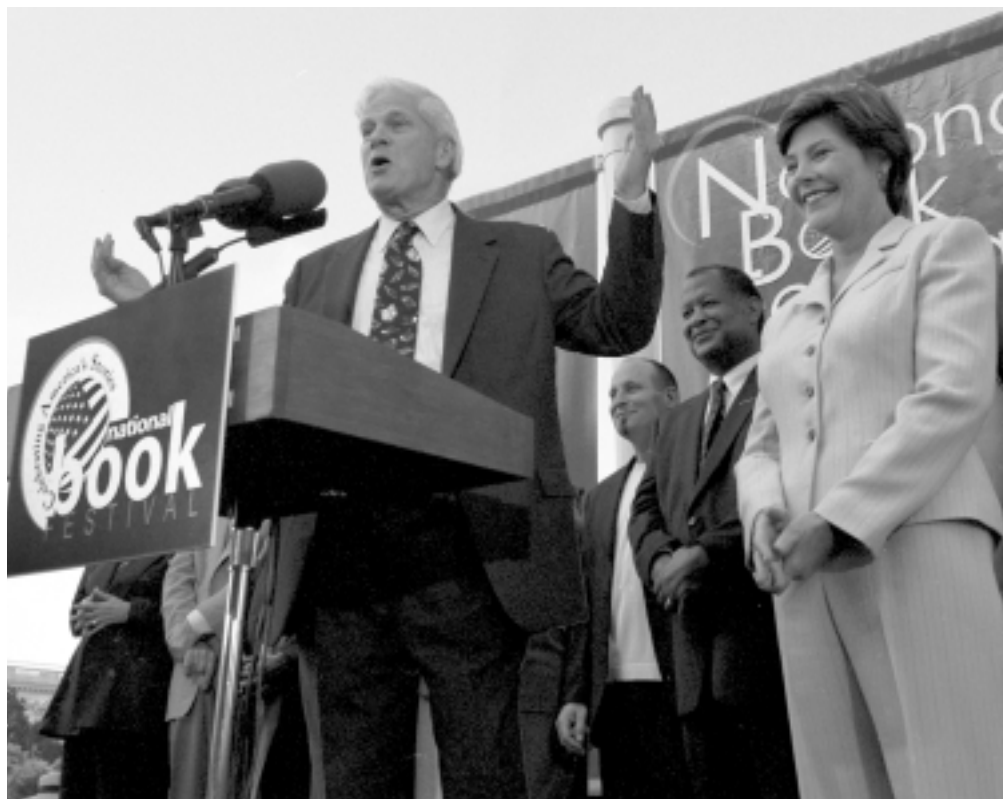
Security

During the year, CRO provided the Joint Committee on the Library with information on the Library's current security practices and worked with committee staff members to obtain approval of the Library's plan for perimeter security upgrades. The plan's approval released funding for various security upgrades around the Library's three Capitol Hill buildings. Installation of motor vehicle barriers and several other upgrades are currently under way.

National Book Festival/Capitol Grounds Resolution

CRO supported congressional enactment of legislation that authorized the use of the Capitol grounds for the second annual National Book Festival scheduled for October 12. The first National Book Festival had been held on the Library's grounds and the Capitol's east front grounds on September 8, 2001. After CRO briefed the Library's congressional oversight committees and other congressional committees of jurisdiction about the Library's plans, on March 12, Representative Steve LaTourette (R-Ohio) introduced House concurrent Resolution 348, authorizing use of the west Capitol grounds for the second annual book festival. The measure was approved by the House on April 30 and the Senate on September 3. At year's end, CRO was involved in extensive planning efforts for the

upcoming festival, including mailing information to all members of Congress about the festival and assisting in all phases of congressional participation.



On September 8, 2001, Librarian of Congress James H. Billington opens the National Book Festival, which was sponsored by the Library of Congress and hosted by First Lady Laura Bush.

National Digital Information Infrastructure and Preservation Program

In September, the Library held several briefings for its appropriations and oversight staff members about the strategic plan of the National Digital Information Infrastructure and Preservation Program. The plan was to be submitted to the Joint Committee on the Library in October. Congress specified that \$5 million of the \$99.8 million appropriated for this project could be spent during the initial phase for planning and emergency acquisitions. When Congress approves the strategic plan, the rest of the money will be made available, pending private-sector matching commitments.

House History

Public Law 106–99 directed the Librarian of Congress to create an illustrated, chronological narrative history of the House of Representatives. The book will be available for sale to the public in the Capitol Visitor Center, as well as through the Library’s Sales Shop and bookstores throughout the country. During the year, CRO worked with the Library’s Publications Office to secure the services of renowned historian Robert Remini to write the book and will continue to support the completion of the project.

E-Government

Early in the 107th Congress, both the House and the Senate considered legislation that would enhance interagency cooperation on important objectives such as crime fighting and emergency response through the coordinated use of technology. As introduced, the legislation would have created a government-wide chief information officer (CIO), strengthened the existing CIO Council, authorized \$5 million each for the Library and the National Science Foundation to create an online national library, and required the establishment of federal cataloging standards. In a hearing on the bill, Senator Ted Stevens (R-Alaska) urged the Senate Governmental Affairs Committee to look at the Library of Congress as a model for organizing and providing access to both digital and print material.

As the 107th Congress drew to a close, the E-Government legislation (S. 803 and H.R. 2458) was amended to reflect compromises between Congress and the Office of Management and Budget (OMB) and, to a smaller degree, consultation with the Library. The amended bill does the following:

- creates a new Office of Electronic Government (OEG) within OMB, rather than a government-wide CIO;
- designates the OEG director and the General Services Administration (GSA) to administer a portal to federal electronic services and information (this provision replaces the online national library in the original bill);
- creates a public domain directory of federal government Web sites; and
- directs an interagency committee on government information (which may include representatives from the legislative and judicial branches) to recommend standards for indexing and classifying government information to enhance accessibility, usability, and preservation of government information. Other functions of the new OEG include setting government-wide standards for agency Web sites.

Webcasting

In February 2002, a Copyright Arbitration Royalty Panel (CARP) concluded its proceedings to determine rates and terms for the statutory license for Web-based radio programs. The CARP report was reviewed by the Copyright Office and the Librarian, and on June 20 the Librarian issued a decision setting the royalty rates in accordance with statutory parameters of the Digital Millennium Copyright Act. The Congressional Relations Office worked closely with the Librarian and the Public Affairs Office in responding to congressional and public reaction to the Webcasting royalty decision. They also kept Library management apprised of legislative actions relating to the decision and to the CARP process generally. At year's end, a number of appeals of the Librarian's decision were pending before the U.S. Court of Appeals for the District of Columbia Circuit.

Congressional Events

During the year, CRO received and responded to thousands of inquiries from congressional offices for library services. At year's end, CRO was in the process of redesigning its Web site to better serve members of Congress and their staff members. The Congressional Research Service Web site will include a link to the CRO Web site.

In fiscal 2002, members of Congress hosted 105 events at the Library, which CRO coordinated with the Office of Special Events. Those events were held in the Members Room and other Library facilities. The office also coordinated congressional participation in Library-sponsored events. Congressional events at the Library included the following:

- On September 18, 2002, the chair of the House Republican Conference, J. C. Watts (R-Okla.), cohosted a luncheon and reception in the Members Room to honor legendary members of the Negro Baseball League. Former Negro League baseball players and famed baseball great Willie Mays attended the event.
- A farewell dinner in the Members Room to honor Representative Tim Roemer (D-Ind.), who was retiring from Congress, was held on September 17, 2002.
- Representative James Clyburn (D-S.C.) held a reception in the Great Hall for the Congressional Black Caucus's Foundation Annual Legislative Conference on September 13, 2002. Several members of the Black Caucus and celebrities from the movie industry, such as Wesley Snipes, attended the event.
- On May 7, 2002, CRO coordinated and held its first off-site luncheon and dinner for Senate spouses in the Senate Caucus Room. The theme was "Children and Literacy."

Several Library curators displayed items from the Library of Congress's collections, such as the Tom Sawyer literary map, a pictorial map of Texas, and a letter from President Theodore Roosevelt to his son. The luncheon was held in honor of First Lady Laura Bush. CRO coordinated the selection of 700 children's books from the Library's surplus books collection, which were presented to Mrs. Bush by Mrs. Linda Hall Daschle (wife of Senator Thomas Daschle, D-S.D.) and were later donated to a local library.

- The Library cosponsored a dinner in the Members Room for the Joint Committee on the Library on April 16, 2002.
- On February 6, 2002, current Democratic Minority Leader and past House Democratic Whip Nancy Pelosi (D-Calif.) hosted a luncheon in the Members Room honoring female members of Congress.
- The Senate Democratic Conference held an all-day policy meeting on January 30, 2002, in the Members Room, followed by a dinner in the Great Hall.
- On January 24 and 25, 2002, Democratic Leader Richard Gephardt (D-Mo.) hosted a two-day policy workshop for House Democrats in the Members Room. The workshop was attended by more than fifty members of Congress.
- The House Republican Conference Press Secretary's Workshop was held in the Members Room on January 16, 2002. Presidential Press Secretary Ari Fleischer was the keynote speaker.

CRO coordinated an additional seventy-three meetings and receptions hosted by members in the Members Room and other Library facilities. CRO staff members also participated on the planning team for the Third Annual House Fair on April 2, 2002. Coordinated by the chief administrative officer of the House of Representatives, the annual event provides the Library with an opportunity to share information on its activities and congressional services with House staff members.

OFFICE OF COMMUNICATIONS

The Public Affairs Office (PAO) supported and advised the Librarian of Congress and his senior managers on all matters relating to the Library and the media and relating to the use of the Library's name and logos. The public affairs officer continued to serve as acting director of communications throughout fiscal 2002.

During the year, the office issued 169 press releases, fielded 4,116 phone calls, and responded to inquiries from 466 visitors. During the year, the office compiled nearly 2,200 major news clippings that featured the Library's programs and activities—a 33 percent increase over the previous year. PAO distributed those clippings each week to senior Library officials. It also compiled eighty-eight television and radio clips featuring the Library.

A principal effort of PAO during the year was publicizing the second annual National Book Festival, which was to be held on October 12, 2002. Building on the enormous success of its inaugural event in 2001, the second annual National Book Festival would once again be sponsored by the Library of Congress and hosted by First Lady Laura Bush. The Library once again contracted with the public relations company of Fleishman-Hillard to help publicize and provide logistical support for the festival.

At the beginning of the fiscal year, the Library's response to the events of September 11, 2001 (9/11), featured prominently in the news media. Stories about the launch of the online archives and the American Folklife Center's call for oral histories about 9/11 appeared in the *New York Times*, *USA Today*, *Los Angeles Times*, and National Public Radio, among many other outlets. In the aftermath of those events, the press turned to the nation's library for expertise about terrorism, and the Federal Research Division's and Congressional Research Service's area specialists were quoted in major news stories.

The Library's weeklong closing in October for anthrax testing received wide national and extensive local coverage. In an editorial in the October *American Libraries*, Leonard Kniffel wrote that the Library's National Book Festival on September 8 "seems like a sad memory, a day that marked not a new start, but the end of an innocent world that showed itself on the Capitol lawn for that one last safe and friendly day."

Nevertheless, Library operations resumed and major press stories followed a November announcement by the Veterans History Project about the appointment of a leadership council and major funding from AARP. More than 100 stories about the project appeared throughout the year. A D-Day anniversary "call to action," issued on June 6 by the project from the *USS Intrepid* in New York City, garnered widespread press attention such as articles in *U.S. News and World Report*, the Associated Press (AP), and the *Chicago Tribune*, plus thirty-four television mentions.

The donation of the papers of baseball legend Jackie Robinson was covered by the *Washington Post*, *Roll Call*, and *USA Today*. An announcement by the Librarian that 2,600 Russian political leaders would visit the United States through the Open World Program was distributed on PR Newswire, with many stories about Russian visitors later appearing in newspapers across the country.

At the turn of the new year, the *New York Times* ran an AP story about the Library's program to deacidify millions of books. The annual National Film Registry announcement was picked up by most major news media, including *USA Today*, *Variety*, *Hollywood Reporter*, *Los Angeles Times*, *Boston Globe*, *Seattle Times*, and *Roll Call*.

Receiving widespread national attention was Zora Neale Hurston's *Polk County*, a play produced from the Library's collection of unpublished copyright deposits. Washington's Arena Stage mounted a production of the unknown work, which the *New York Times* proclaimed "a significant contribution to dramatic literature" while the *Washington Post* called it "an exuberant, long-overdue premiere."

A decision by a Copyright Arbitration Royalty Panel to levy a royalty payment on music on Web-based radio programs, along with the Librarian's subsequent decision to halve the rate set by the panel, accounted for the largest number of press stories during the year on a single subject, with the Public Affairs Office logging more than 200 stories.

As the news media began to run ads and announcements for the Library's second National Book Festival, the year seemed to come full circle with the publication in the *New York Times* of a poem written by Poet Laureate Billy Collins. He recited it in New York City during a ceremonial session held by the U.S. Congress on September 6. Titled "The Names," the poem commemorated those who died on 9/11. It was a roster of names, from A to Z, "blown over the earth and out to the sea," a threnody that rippled out through the press to a nation still trying to come to terms with that horrific day.

The office continued to be responsible for many aspects of the Library's most popular public face, its World Wide Web site, while producing the Library's two monthly publications, *Library of Congress Information Bulletin (LCIB)* and the *Calendar of Events*, as well as a weekly staff newsletter, the *Gazette*. In cooperation with the Publishing Office, the Public Affairs Office compiled and produced the *Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2001*. The report, which highlighted the first National Book Festival, also featured a picture portfolio of that landmark event.

The Public Affairs Office continued its leadership role with the Library-wide Internet Operations Group and the user-centered redesign project for the Library's extensive Web site. A new Library of Congress home page was launched on June 10, and nearly every major PAO-supported subsite was given a refreshed design. PAO continued to publish and maintain The Library Today (a regularly updated page of news and event information), the Library Calendar of Events Page, the online version of the *LCIB*, News Releases, and CyberLC (the home of the Library's audio and video Webcasts). This year, PAO and other Library partners developed the Poetry 180 Web site, which was conceived by Poet Laureate Collins to introduce high school students to a poem each day during the academic year.

In association with the Office of Strategic Initiatives, PAO promoted and upgraded the America's Library Web site for children and families, <www.americaslibrary.gov>, with interesting historical stories and interactive activities. This site, one of the Library's most popular, has handled more than 350 million "hits" since it debuted on April 24, 2000, the 200th birthday of the Library.

With millions of dollars in both public service advertising space and creative advice donated by the Ad Council as part of its Children's Initiative effort, the Web site at <www.americaslibrary.gov> continued to be publicized through television, radio, and Web public service announcements. Through donated space on the Internet, television, and radio, the site has received an estimated \$51 million in free advertising in fiscal 2002, bringing the total to \$121 million since its debut.

The Public Affairs Office partnered with the Ad Council in designing a campaign to advertise the Library's main Web site at <www.loc.gov> as a public service. The Library designed a portal, called Wise Guide, to introduce newcomers to the educational and use-

ful resources available from the Library's Web site—one of the most extensive and popular Web sites of the federal government.

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The office continued to publish the monthly *LCIB* with reviews of Library events such as concerts and lectures along with announcements of new Library initiatives ranging from digital reference services to the Veterans History Project and Poetry 180. A special forty-eight-page issue—the largest ever for the publication—was devoted to the Library's efforts to document the 9/11 terrorist attacks and their aftermath.

During the past year, the *Gazette*, the Library's publication for staff members, published forty-five issues that reported the Library's budget progression through the legislative process, exhibition openings, new acquisitions, a new electronic hiring system, myriad talks by guest speakers, and staff news. For the third consecutive year, the *Gazette* captured the first-place award for the best continuing coverage to promote the Combined Federal Campaign in the National Capital Area.

The office's staff information-sharing efforts included approval of flyers to be posted in Library buildings about Library events, dissemination of sixty-two important electronic mail broadcast messages—a function rendered more critical in the post-9/11 climate of increased security—and the management of the information kiosk in front of the Madison Building.

DEVELOPMENT OFFICE

During fiscal 2002, the Library's fund-raising activities brought in \$10.3 million, representing 736 gifts from 613 donors. The donor categories included 406 individuals giving \$2.2 million; 72 corporations giving \$5.1 million; 71 associations, councils, and societies giving \$648,000; 50 foundations giving \$1.5 million; 11 trusts giving \$606,000; and 3 estates giving \$226,000. Those gifts, including \$1.7 million received through the Library's Planned Giving Program, were made to 74 different Library funds and consisted of \$4.1 million in cash gifts, \$5.8 million in new pledges, and \$390,000 in in-kind gifts. The Library forged new partnerships with 259 first-time donors, including 45 associations, councils, and societies; 22 corporations; 10 foundations; and 182 individuals. Those new donors gave \$5.4 million representing 52 percent of the gifts received this year. Twenty-two new gift and trust funds were established.

Private gifts supported a variety of new and continuing programs throughout the Library, including exhibitions, acquisitions, symposia, and other scholarly programs, and the second National Book Festival, which was set for October 12, 2002. The charter sponsors of the festival—which had scheduled more than seventy award-winning authors, illustrators, and storytellers—were AT&T, the *Washington Post*, and WorkPlace USA, and the patrons were the James Madison Council, Open Russia Foundation, Public Broadcasting Service, and Target. Those donors—along with others—gave \$1.6 million to support the festival.

Other major gifts and pledges received during the fiscal year included the following:

1. \$3 million from AARP to fund the Veterans History Project;
2. \$1 million that is a planned gift from the Albert H. Small Charitable Remainder Unitrust in support of acquisitions;
3. \$500,000 from Virginia K. Gray, a volunteer docent, to establish the Waldseemüller Map Supportive Activities Gift Fund to support scholarly study, preservation, and presentation of the 1507 map containing the first use of the name "America";
4. \$500,000 from YUKOS Oil Company to support fellowships in the European Division;
5. \$473,000 from the Rockefeller Foundation and other donors for "Save Our Sounds," a joint project of the Library's American Folklife Center and the Smithsonian Institution;

6. \$250,000 from the Ira and Leonore Gershwin Trusts in support of the Gershwin Collection and the George and Ira Gershwin Room at the Library and to support other worthy music and literary projects;
7. \$205,000 from the University of Washington to support collection development, cataloging, and access to a collection of Web sites related to 2002 congressional, gubernatorial, and mayoral elections;
8. \$175,000 from the Henry Luce Foundation to sponsor a seminar for members of the 108th Congress;
9. \$158,000 from the estate of Dorothy J. Allard in support of the programs of the National Library Service for the Blind and Physically Handicapped; and
10. \$115,000 from the Viburnum Foundation in support of the Center for the Book.

Categorizing the gifts by the types of programs supported, the Library received \$4.9 million to develop and preserve the collection; \$3.9 million for outreach initiatives including the National Book Festival, the Library's Web sites, Friends' programs, and special events; \$1.1 million for internships, symposia, conferences, scholarly programs, and exhibitions; and \$381,000 for music, motion picture, and recorded sound initiatives.

During fiscal 2002, the James Madison Council—the Library's private-sector advisory group—continued to provide substantial support for a number of Library initiatives. Gifts from members totaled \$2.4 million, bringing the Council's total support since 1990 to \$145.6 million. The contributions received this fiscal year helped support the second National Book Festival; the Center for the Book; a publication on the history of the U.S. House of Representatives to be written by Robert Remini, professor emeritus at the University of Illinois at Chicago; the activities of the Phillips Society, a Friends' group of the Geography and Maps Division; and a number of new acquisitions including (1) the James Buchanan Collection, (2) an 1859 schoolroom map by Humphrey Phelps (*Our Country: Map of the United States, Canada, Mexico, West Indies, and Central America*), (3) an 1858 lithograph by Louis Maurer (*The American Fireman: Always Ready*), and (4) more than 100 digital photographic prints documenting the attacks on the World Trade Center that were featured in the Library's exhibition titled *Witness and Response: September 11 Acquisitions at the Library of Congress*.

The Madison Council's fall meeting in October 2001 was held in conjunction with the inaugural Henry Alfred Kissinger Lecture on U.S. Foreign Policy and International Relations, given by Dr. Kissinger himself. To date, Council members have given \$630,000

of the \$4.2 million received for the Kissinger Endowment Fund. In April 2002, the Council's spring meeting featured a patriotic theme and included a special exhibition arranged along five themes: "Rally Round the Flag," "Documents of Freedom," "Children and Democracy," "Americans and War," and "September 11." Several items that were on loan to the exhibition were purchased by Council members for the Library's collections.

During the year, five new members joined the Madison Council, including three new domestic members. One individual was added to the ranks of the Jeffersonians—members who have given \$1 million or more. In late May and early June of 2002, the Librarian hosted thirty-seven Madison Council members and their spouses and guests on the fifth Great Libraries of the World tour to Russia. Members helped to forge new and important bonds of friendship between the Library and their Russian hosts, including the first lady of Russia, Lyudmila Putin, who planned to participate in the Library's second National Book Festival and to host a similar event in Russia in 2003.



Librarian of Congress James H. Billington points to Alexander Ivanov's "The Appearance of Christ to the People," which hangs in the hall of the Tretyakov Gallery in Moscow. Dr. Billington and members of the James Madison Council toured the gallery during their spring visit to Russia. (Photo by Vivian Ronay)

SPECIAL EVENTS AND PUBLIC PROGRAMS

During fiscal 2002, the Office of Special Events and Public Programs (OSEPP) coordinated and managed 484 events. Of those events, 105 were congressionally hosted lectures, symposia, policy meetings, film showings, and receptions held in the Great Hall, Members Room, and other facilities. The increase in the number of congressional events

at the Library demonstrated Congress's continued reliance on use of Library spaces for events that further its mission. In contrast, thirty-two private organizations—a decrease from previous years—used the Library's facilities, including three corporations and twelve nonprofit organizations hosting events in the Great Hall, thereby producing income of \$310,375. This downward trend reflected a changed economic and social climate in which companies and organizations are spending less on events.

In the aftermath of the terrorist attacks, forty events scheduled to be held at the Library in September and October were canceled, resulting in a loss of income to the Special Events Gift Fund. After the October anthrax mailings, the Library stopped all incoming mail until March 2002. As a result, OSEPP reviewed and modified many established procedures used during the past twenty years of office operation. For example, the office developed new procedures for guests to respond to invitations by e-mail, phone, and fax. The office explored new procedures for receiving payment for event expenses and advised event sponsors to provide payment by courier, Federal Express, United Parcel Service, and electronic funds transfer, rather than by mailing checks.

Events held at the Library during the year (see Appendix A) included the Madison Council business meeting, luncheon, dinner, and inaugural Kissinger Lecture; the first Scholars' Council meeting and luncheon; the Jackie Robinson Papers luncheon, with Mrs. Jackie Robinson, celebrating the donation of that collection to the Library; the visit of the Russian First Lady Lyudmila Putin; the exhibition openings for *The Floating World of Ukiyo-e*, *Margaret Mead: Human Nature and the Power of Culture*, *Roger L. Stevens Presents*, and *Witness and Response: September 11 Acquisitions of the Library of Congress*; the Fulbright Award Ceremony honoring U.N. Secretary General Kofi Annan; and the Madison Council meeting with its two-day patriotic salute to the nation. The fiscal year ended with the fall combined Scholars' Council and Madison Council dinner, meetings, and luncheon. At year's end, the OSEPP staff was involved in planning for the office's proposed revolving fund status, including the preparation of the report to Congress on new guidelines for office operation. The office also spent the last half of the fiscal year planning the Library's second National Book Festival.

Throughout the year, the office helped plan and coordinate events for many new initiatives and projects including the Veterans History Project, the National Digital Strategy Advisory Board, the National Film Preservation Board, and the National Recording Preservation Board, as well as supporting programs that focused on 9/11 and were sponsored by the Library's Prints and Photographs Division, the African and Middle Eastern Division, the European Division, and others. The office also continued to support the observances of African American History Month, Hispanic Heritage Month, Women's

History Month, and Asian Pacific American Heritage Month, as well as other recurring events such as the literary event series, retirees' luncheon, and holiday program.

GENERAL COUNSEL

During fiscal 2002, the Office of the General Counsel (OGC) responded to approximately 900 formal requests for legal opinions from Library units and managers. The OGC defended 120 federal court and administrative cases during the year, including the 14 federal court and 30 administrative cases carried over from the previous year. The office closed 52 of those cases during the year. The Library won 31 cases, settled 7, lost 2, and administratively closed 10. Sixty-eight remained at the end of the year.

The office monitored the Library's compliance with last year's settlement agreement with the plaintiffs in the *Cook* litigation. During fiscal 2002, the *Cook* class-action litigants selected a new counsel after their previous attorneys were permitted to withdraw from the case. The consent decree in the case was to expire on December 1, 2002, after more than twenty years of litigation.

The OGC advised Library officials on numerous ethical issues, including outside employment, conflicts of interest, travel, and gift matters. The office participated in the ethics training for new employees, as well as the training for the Library's contracting officers. A Leadership Development Fellow assisted the office in compiling an ethics handbook for employees and in designing an ethics section for the OGC Web site. The office also reviewed 364 financial disclosure reports filed by Library officials in accordance with the Ethics in Government Act (5 U.S. Code Appendix 4, §§ 101 et seq.).

The OGC advised to the Library's Trust Fund Board, which accepts gifts and oversees the investment of those gifts for the benefit of the Library's collections and services. The office monitored the appointments to the board, coordinated its meetings, and drafted correspondence relating to board matters. In addition to preparing resolutions for the board's review, the OGC helped draft an agreement to establish the Herb Block Trust Fund of more than \$1 million to support a long-term exhibits program of the original cartoons donated to the Library by the Herb Block Foundation. The office was instrumental in establishing the Amy and Emily Rapoport Trust Fund of \$500,000 to support the outreach activities of the Library's Hebraic Section.

The OGC provided legal advice regarding the operations of the John W. Kluge Center at the Library of Congress and the Scholars' Council. Specifically, the office provided advice on various tax issues, including the appointment of the Library as a tax acceptance agent to facilitate the participation of foreign scholars in the center's programs. The office

also negotiated the renewal of an agreement with the National Endowment for the Humanities on the competition for the Junior Fellows Program. The research, analysis, and conclusions associated with those projects will be applicable to the Library's other visiting scholar programs, such as those relating to Islamic Studies, Soros Fellows, and the Kissinger Chair.

The OGC is responsible for reviewing federal and state court orders that affect the take-home pay of individual employees. When the OGC concludes that an order is legally enforceable, it sends a memorandum to Human Resources Services for processing into the payroll system. During fiscal 2002, the OGC reviewed 80 orders involving child support, 110 concerning commercial garnishment, 40 relating to bankruptcy, 8 concerning student loan defaults, and 10 involving tax liens.

The office reviewed approximately fifty gift instruments and other agreements that added materials to the Library's collections. The agreements included those relating to the papers of baseball legend Jackie Robinson; the papers of James Schlesinger, a former secretary of defense, secretary of energy, and director of the Central Intelligence Agency; the papers of Anthony Lewis, a renowned American journalist; and the Prelinger Associates film archives. In addition, the office drafted the gift agreement between the Library and Igor Kalageorgi regarding the Victor Kamkin bookstore in suburban Washington, D.C., which had announced it was going out of business and must destroy a huge collection of Russian books. Librarian of Congress James H. Billington intervened, and many of the volumes are now safely in the Library's custody. During the year, the OGC negotiated a gift agreement with the Herb Block Foundation, which agreed to deposit the cartoons with the Library during the fiscal year; the gift agreement was finalized early in fiscal 2003.

The OGC worked with Library Services and the U.S. Department of Justice to obtain the first and last holograph pages of Ayn Rand's novel *The Fountainhead*. The author's manuscript of that novel, along with her manuscripts of three other novels, was given to the Library by her legal heir in 1991. During fiscal 2002, the Library reached an agreement with the donor to provide the two holograph pages, which had been omitted from the original gift. Those two original pages were given to the Library in January and are now on display as part of the continuing *American Treasures of the Library of Congress* exhibition.

The OGC continued to be involved in legal matters concerning the bequest of Katharine Graham, the late publisher of the *Washington Post*. In her will, Mrs. Graham gave to the Library her papers as well as those of her husband, Philip Graham. She also gave the Library all intellectual property rights in the material. During the year, the office drafted and the Graham estate signed an agreement in which the Library licensed use of

the Graham papers in the publication of a book titled *Katharine Graham's Washington*. Mrs. Graham was working on the book at the time of her death, and the estate wanted the book to be completed. The Library will receive royalties from the sale of the book to be used in connection with the Library's publishing activities.

During the year, the office continued to provide legal support to the Open World Program during its transition from pilot status to permanent status as the Center for Russian Leadership Development. Tasks included developing an interagency support agreement between the center and the Library, reviewing the center's contracts and correspondence, planning for center grants and staffing, and answering ethics questions related to center operations and gifts. The OGC supported meetings of the center's Board of Trustees, worked with the Department of the Treasury and others to resolve issues relating to the center's investment authorities, and assisted with congressional inquiries and legislative proposals regarding the scope of the center's mission.

The OGC supported the National Digital Information Infrastructure and Preservation Program (NDIIPP). The office provided legal support in a number of areas, including (1) advice on accepting and valuing matching contributions pursuant to the NDIIPP statute and choosing among proposed model projects, (2) a description of the legal issues raised by the idea of preserving digital materials and preserving all materials digitally, and (3) discussion of related legal issues and concepts with various Library consultants and researchers.

The OGC worked on several initiatives critical to advancing the Library's digital future. For example, the OGC worked with Library Services, the Office of Strategic Initiatives, and the Copyright Office to bring the acquisition of Web site publications within the scope of the Library's routine acquisitions procedures. The OGC prepared a standing agreement with an Internet collection agent, modeled on long-standing agreements the Library has with suppliers of publications in other formats. Under the agreements, the Library was able to capture the Web sites published in the wake of 9/11; those associated with the 2002 Olympics; and those covering the 2002 U.S. congressional, gubernatorial, and major mayoral elections.

The OGC worked collaboratively with Library Services, the Public Affairs Office, and the Office of Strategic Initiatives to ensure that the Library obtained the necessary legal clearance for its online collections. A major rights clearance effort during fiscal 2002 involved Poet Laureate Billy Collins's Poetry 180 project to post online poems for high

A major rights clearance effort during the year involved Poet Laureate Billy Collins's Poetry 180 project to post online poems for high school students on each day of the school year.

school students on each day of the school year. The OGC worked with the Poetry and Literature Center and with the Public Affairs Office to secure the requisite clearances and to develop the Poetry 180 Web site.

Another rights clearance project included a joint effort between the American Folklife Center (AFC) and the Franklin and Eleanor Roosevelt Institute to develop an online digital project devoted to a collection of audio recorded “man-on-the-street” reactions to the December 7, 1941, attack on Pearl Harbor and the United States’s declaration of war, as well as related materials.

A second AFC online project for which the office provided legal advice involved the American Memory presentation that was titled *Working in Paterson: Occupational Heritage in an Urban Setting* and presented 470 interview excerpts and 3,882 photographs. The documentary materials presented in this online collection explore the Paterson, New Jersey, occupation culture: its work sites, work processes, and memories of workers. In addition, the OGC assisted in analyzing rights clearance issues regarding the upcoming American Memory presentation about the Wright Brothers.

The office worked on issues dealing with the Library’s Web site. As a member of the Publications Coordinating Committee and its Internet Operations Group, the OGC, in consultation with other affected units in the Library, drafted a new external linking policy, as well as a security banner to remind Library employees that Library computer systems are U.S. government property and that their use may be monitored by Library officials.

The OGC continued to expand its own Web site. In addition to providing online access to Library regulations, special announcements, and collective bargaining agreements, this year the office added a searchable list of the Library’s delegations of authority. The office also updated Recent Legal Developments, a feature available on its Web site, including a discussion of important new federal court decisions relating to copyright law and the Americans with Disabilities Act.

The OGC continued to review, revise, edit, and cancel Library regulations. This year, sixty-one regulations were issued or reissued; eight were canceled. A number of regulations were successfully negotiated with the unions, including one that expanded the employee awards program to raise the amount that could be given for on-the-spot awards and to expand the use of time-off awards. A new regulation, which involves the repayment of student loans by the Library, may provide much-needed assistance to the institution’s recruitment efforts.

The OGC provided legal advice regarding the second National Book Festival. The various issues included fund-raising, appropriate licenses, and insurance matters. Because

part of the book festival was to held on National Park Service grounds on the National Mall, the office reviewed the relevant regulations, assisted in the completion of the necessary applications, and prepared various interagency agreements.

During the year, the office provided legal advice to Contract Services on procurement matters and reviewed for legal sufficiency more than forty contracts, each in excess of more than \$100,000, for the Library's procurement of supplies and services; fifteen were from the Federal Library and Information Network (FEDLINK). The OGC's legal guidance to the FEDLINK program included the review and approval of many administrative documents. In total, for the year, FEDLINK issued more than 3,500 new contracts for a total contract value of more than \$90 million. Those contracts covered services such as serials acquisitions, book acquisitions, information retrieval and document delivery, and interlibrary loan services. The OGC also reviewed, advised upon, and approved several hundred contracts for experts and consultants.

The OGC supported the Library's legislative initiatives, particularly the fiscal 2002 and 2003 budget and appropriations processes. Working with the Congressional Relations Office, the OGC developed a list of Library legislative initiatives and a procedure for inviting service unit participation in identifying legislative priorities for the agency. In addition, the OGC worked extensively with the Office of Security and the Senate Committee on Appropriations regarding potential merger of the Library Police into the U.S. Capitol Police. The OGC also worked with Integrated Support Services and the Architect of the Capitol regarding potential flexibility in the allocation of responsibilities between the Library and the Architect. The office worked cooperatively with the Office of Compliance and was instrumental in crafting an agreement that allowed the Library to open the first storage module at Fort Meade, Maryland.

The OGC continued to support the implementation of the revolving fund for the FEDLINK and Federal Research Division programs, as well as for the Sales Shop, publishing, photoduplication, and related Library sales activities. The OGC worked with other responsible offices to prepare a report requested by Congress detailing the Library's plans for transferring the Special Events operation into the revolving fund, as well as to move forward with plans for expanding selected revolving fund activities into profit-making endeavors. This effort included a contract to launch an online sales capability for the Library's Sales Shop.

The OGC provided legal support to the Abraham Lincoln Bicentennial Commission through an interagency agreement between the commission and the Library. The OGC worked on matters relating to contracts, the commission's Web site, and staffing for the commission. The OGC provided an extensive ethics briefing for the commission at its

February meeting and followed up with the commission chairs and Senate Ethics Committee regarding the structure and extent of the commission's ethics obligations.

The OGC supported a major initiative to instruct teachers on how to bring into their K-12 classrooms the digital primary source materials that the Library has made available through its Web site. With the assistance of an attorney retained on a temporary basis, the OGC administered grants to an educational consortium that sponsored teacher-training projects in four states: Arizona, Illinois, North Carolina, and South Carolina. As a related matter, the OGC supported Library endeavors to improve student access to the Library's online materials by improving the capacity and reach of the telecommunications services available to schools. As directed in its appropriations, the Library established an agreement with the consortium to bring broadband telecommunications service to a rural area, and it funded upgrades to the telecommunications infrastructure serving the U.S. Military Academy Library and the cadet barracks at West Point.

The OGC continued its coordination with the Library's other legal offices: the Copyright Office, the Law Library, and the American Law Division of the Congressional Research Service. The combined group met bimonthly during the year. The OGC also organized three training sessions on matters of interest to lawyers in the Library, and in cooperation with the Federal Library and Information Center Committee, it convened three meetings of federal agency general counsels and librarians to focus on legal issues of importance to both groups.

The Library's general counsel continued to lead two other interagency groups, which meet on a monthly basis to exchange information and ideas on matters of common concern. The first group consists of the legal officers of the Legislative Branch (Architect of the Capitol, Capitol Police, Congressional Budget Office, General Accounting Office, Government Printing Office, and Library of Congress); the second consists of the general counsels of the federal government's cultural institutions in Washington (e.g., Library of Congress, National Archives and Records Administration, National Endowment for the Arts, National Endowment for the Humanities, Institute of Museum and Library Services, and Smithsonian Institution).

Finally, the OGC worked successfully with Information Technology Services to design and implement an automated system to track work requests and litigation matters and to provide electronic access to archived OGC legal opinions, agreements, regulations, and litigation materials. The new system assisted in preparing this annual report. The office shared the new system with other units in the Library and with other U.S. government general counsels.

INSPECTOR GENERAL

The Office of the Inspector General (oig) provided audit, review, and investigative reports; maintained a hotline; acted as a technical adviser to management in areas such as financial management, internal controls, and organizational alignment; participated on Library-wide committees; and reviewed laws and regulations.

During the year, thirteen audit reports were issued about important aspects of managing the Library's programs and operations. The subjects included project management and contracting for the Library's new hiring system and process; physical security of the Library's vast collections; security of the public and private electronic communications networks; information technology security of copyright licensing systems; economical management of the audiocassette playback machine inventory for the blind and physically handicapped; control and oversight of facilities operations; and competition, cost analysis, and administrative compliance in contracting for consultants.

Under contract with the oig, the accounting firm of Clifton Gunderson LLP issued a report, dated February 27, 2002, on the Library's 2001 Consolidated Financial Statements. The report stated that the Library's financial statements were presented fairly in all material respects. The Library again received an unqualified "clean" audit opinion.

The oig continued to operate a hotline for reporting allegations of fraud, waste, abuse of authority, and mismanagement. During fiscal 2002, the oig processed thirty-six allegations (four were from the previous fiscal year). Seven allegations did not require investigation, six were referred, and twenty-three were investigated by the oig. At year's end, six investigations remained open (two were referred elsewhere and four remained with the oig).

The oig conducted a Library-wide infrastructure survey to determine the quality of infrastructure services and the cooperation received from operating units in the delivery of infrastructure services. The results of the survey are being used to pinpoint areas where service and cooperation can be improved.

As part of the Library's continuing efforts to establish baseline measurements for security of the collections, the oig helped create a sampling methodology for verifying physical control over collection items. Last year, the office assisted in the development of sampling plans to select items from the general collection shelves and old shelf list to compare to data in the integrated library system. This year, the office gave additional support to help clarify procedures for collecting and documenting attributes for each sample. The Library's Executive Committee approved an eight-year inventory of nonrare monographs for fiscal 2002. The oig funded three random sampling projects that were completed by

KPMG in December 2001. Those sampling projects include the Manuscripts Division, Anglo-American Acquisitions Division, and follow-up work in the Prints and Photographs Division.

The OIG continued to participate in the Library-wide Computer Security Coordination Group in an advisory capacity. The group continued discussion on topics such as Internet security, training, incident-reporting procedures, and design of a security Web page. New topics of discussion included the use of single sign-on software, the development of standardized Library password controls, the implementation of enhanced virus-protection software, and the status of business continuity and disaster recovery plans. The OIG is responsible for monitoring the development of the Library's policies and procedures for handling incident responses.

The OIG participates in the Contracts Services' Contracting Officer Technical Representative (COTR) training. The training provides a COTR with an understanding of the contracting process, the general requirements and methods for performing contract oversight and management, and the duties and responsibilities of a COTR.

During the year, the OIG became involved in progressive system replacement and reengineering efforts in the Copyright Office and the Financial Services Directorate. The OIG began working closely with those offices and will continue to be involved through the life cycle of such initiatives to aid in reducing acquisition and operational risks. The early involvement of the OIG in those initiatives includes the evaluation of reengineering studies; the cost, benefit, and alternatives analyses; the requirements development process; and the project management.

OFFICE OF SECURITY

During the year, the Office of Security continued to expand its programs on all fronts. The harrowing events of 9/11 and the subsequent anthrax incidents required an extraordinary response, particularly on the part of the Library of Congress Police, who were called to provide additional emergency service and who did so in an exemplary manner.

Emergency planning also accelerated under the aegis of the Emergency Management Team (EMT). The Office of Security participated with other Library entities in the EMT to provide a coordinated response to new challenges and to share information with staff members at special town hall meetings. The Office of Security took the lead in coordinating planning for the new Emergency Management Center, which was funded after 9/11 under an emergency supplemental appropriation. The final design for the Emergency



Deputy Librarian Donald Scott (standing) looks on as members of the Library's Emergency Management Team brief the Library's staff on security procedures at a town hall meeting in the Coolidge Auditorium. EMT members (from left) are Linda Washington, director of Integrated Support Services and the Library's designated agency safety and health official (at podium); Steven Herman, acting chief of the Collections Access, Loan, and Management Division; Robert Browne, safety services officer; Kenneth Lopez, director of the Security Office; Dr. Sandra Charles, health services officer; and Judith Conklin, Telecommunications Administration Team leader, Information Technology Services. (Photo by Christina Tyler Wenks) Members of the EMT not pictured are Gary Capriotti, Facilities Services; Jon Netherton, Facilities Services; Helen Dalrymple, Public Affairs Office; Glenn Marshall, Architect of the Capitol; Rosalind Parker, Security Services; James Schenkel, Security Services; Mark Roosa, Preservation Office; Merrily Smith, Integrated Support Services; and Woodward Stratton, Safety Services.

Management Center was to be presented in October 2002, with construction anticipated to begin in mid-2003. The Office of Security also took the lead in coordinating enhanced emergency communications between the Library and the U.S. Capitol Police and other law enforcement agencies.

The 1999 Library of Congress Security Enhancement Implementation Plan moved forward in its three major areas. Under the first area, the Library is consolidating its police communications centers into a new state-of-the-art Police Communications Center, which will integrate the Library's intrusion detection and security monitoring systems. Construction of the center began at the end of January 2002, with anticipated completion by the end of June 2003. Installation of the new upgraded intrusion detection and security monitoring systems was set to begin in December 2002, with completion anticipated in December 2003. In preparation for constructing the center in the Jefferson Building, the

Library completed a number of construction projects in fiscal 2002 that consolidate police operations there, including building a new police operations office, roll call room, lounge, locker room, report writing room, and armory. An additional supplemental funding of \$1.38 million to complete the center and the intrusion detection system was reprogrammed by the Library to the Office of Security in fiscal 2002.

The second component of the Security Enhancement Implementation Plan is to expand entry and perimeter security to include additional X-ray machines and detection equipment, security upgrades of building entrances, exterior monitoring cameras and lighting, and garage and parking lot safeguards. In fiscal 2002, the Library moved forward

on all tasks of the plan. The Office of Security is coordinating those efforts and expects to complete this phase of the Library's perimeter security plan by the end of 2003.

Under the third component of the Security Enhancement Implementation Plan, the police force expanded by forty-six new police officers and five police administrative personnel. The new Police Administrative Unit functions were consolidated, ensuring a smooth transition of administrative functions from the Office of Security's support staff.

The Office of Security's Protective Services Division continued supporting the Library's collections security program and initiatives by bolstering the security of facilities on Capitol Hill and the Library's annexes. The Protective Services Division continued enhancing security controls that protect the Library's priceless collections in accordance with the 1997 Library of Congress Security Plan.

Implementation of the plan is coordinated by the Collections Security Oversight Committee (CSOC), whose members include representatives from the Library's service units, as well as key infrastructure support offices.

Previously unmet requirements identified by the Library's 1997 Security Plan have been addressed in several areas. Enhanced electronic and physical security systems are now in place at the John W. Kluge Center; the Business and Science Reading Room; the European and Latin American Acquisitions Division; the Collections, Access, Loan, and Management Division; and two Area Studies divisions. The Protective Services Division also upgraded controls protecting several permanent and temporary exhibitions in the Jefferson Building. Electronic access controls have been installed enhancing the protection of "very valuable" items in the Prints and Photographs, Geography and Map, and Serial and Government Publications divisions.

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Working with the csoc, the Protective Services Division continued with the design and implementation of the Library's security awareness campaign. The csoc's Operations Subcommittee developed a Site Assistance Visit initiative that focused on reinforcing staff members' commitment to the Library's collections security program. Launched on April 29, 2001, such visits will be conducted in all of the Library's divisions over a two-year cycle. Two-person teams, which are led by a Protective Services Division technical expert, and joined by a senior librarian, visit on two weeks' notice and report their findings to the division chief and the director of security. Follow-up visits are conducted as necessary to ensure that best practices are being observed. To date, the visits have had a noticeably positive effect as they improve security practices while strengthening relationships between the Office of Security and the divisions visited.

The csoc's Security Awareness Subcommittee, working closely with the Protective Services Division, designed and posted patron and staff security Web sites. Launched on November 5, 2001, the patron Web site averaged 8,500 hits monthly. New readers now arrive better prepared to comply with the reader registration requirement and the personal belongings restrictions enforced by the Library. Initiated on July 22, 2002, the staff Web site averaged approximately 300 hits monthly. The Web site offers staff members a wide array of information addressing the Library's multifaceted security program for its collections.

Protective Services Division

The Protective Services Division supported initiatives improving the security of Library facilities both on Capitol Hill and at the Library's annexes. The division's electronic security engineers continued working closely with the Architect of the Capitol and contractors in the design of the new Police Communications Center at the Library, as well as contributing to measures strengthening the Library's perimeter security and its planned Emergency Management Center capability. Protective Services Division staff members monitored the effectiveness of entrance screening equipment—both X-rays and magnetometers—as the Library instituted full staff screening on December 26, 2001. The efforts of the division's staff have helped minimize difficulties and have allowed Library staff screening to operate effectively.

The Protective Services Division served as the cotr for the Library's contract guard services. The Protective Services Division continued to ensure that high-quality guard services were provided by Securiguard in accordance with the contract's specifications. The division met quarterly with Securiguard's chief executive officer and senior corporate staff, thus ensuring that the Library maximized the value of guard services both on Capitol

Hill and at the Library annexes at Landover Center, at Taylor Street, and in the Special Facilities Center.

Providing effective security support to the Library's annexes is another responsibility of the Protective Services Division. At the Taylor Street Annex, the division designed and installed a building-wide paging system, coordinated the assignment of an additional contract guard, enhanced access control procedures, and upgraded the facility's perimeter closed-circuit television coverage. At the Landover Center Annex, the division upgraded magnetic locking access control devices. In support of the planned opening of Module 1 of the Library's High-Density Storage Facility at Fort Meade, Maryland, the division provided oversight of the contractor's installation of state-of-the-art intrusion detection systems. The division spearheaded completion of an Inter-Service Agreement with Fort Meade's command authorities, thereby ensuring timely police and firefighter response to emergencies at the Library's facility. The division's electronic and physical security experts have also completed initial designs for security controls at the Library's future National Audio-Visual Conservation Center in Culpeper, Virginia.

Protective Services Division staff members received special recognition in the OIG's Infrastructure Survey Results published in October 2002, finishing among the top three of some twenty-nine support units that were rated in terms of both customer satisfaction and importance of functions performed.

Library of Congress Police

After the 9/11 attacks, the Library of Congress Police experienced the unprecedented challenge of supporting additional security measures such as heightened security, extended tours of duty, and expanded entry screening to further protect staff members, visitors, treasures, and facilities. Despite the tragic events and threats to national security, officers of the Library of Congress Police effectively heightened their level of vigilance and visibility while supporting the Library's commitment to remaining open and accessible.

The Library of Congress Police continued to provide efficient and timely law enforcement support for all other Library functions, including eighty-five major congressional leadership events, eleven state or official visits (including those by foreign heads of state), thirty corporate events, and thirty-five Library-sponsored events, including the Madison Council and exhibition openings in the Library's buildings.

Personnel Security Office

The Personnel Security Office managed the Library's background investigations program to determine the suitability of employees, contractors, and volunteers and to deter-

mine security clearance eligibility when required. A management priority of the office was to support a new round of police hiring, thereby continuing the emphasis on enhanced investigative requirements and on processing police appointments in place since approval of the 1999 Security Enhancement Implementation Plan. Year-end statistics reflected the high volume of casework experienced since that year: Case openings rose to 628, which was in line with 620 in fiscal 2001, yet still 14 percent higher than fiscal 1999 statistics. Case closings totaled 592, an even level with the previous year, but were 22 percent higher than fiscal 1999 figures. Contractor cases represented a significant share of the workload with more than 43 percent of initiated cases and 50 percent of closed cases related to building access determinations for contractor personnel. The Personnel Security Office proposed administrative action in more than twenty cases, which generally involved issues of material falsification, adverse employment, or criminal history.

The office succeeded in obtaining approval to issue updated personnel security and suitability regulations (Library of Congress Regulations 2024 series) that reflect current program policies, procedures, terminology, and organizational responsibilities.

Office of Investigations

The Office of Investigations was responsible for receiving and acting on allegations from various sources when the allegations involved violations of laws or regulations that would affect Library of Congress programs and operations. Year-end statistics showed the following investigative activity:

1. Forty-one inquiries were conducted that related to reports of suspected theft and mutilation of collection material; thirty-eight of those inquiries were closed.
2. Thirty-six investigations were conducted that related to theft of government property and violations of Library regulations; twenty-one of them remained open.

A representative from the Office of Investigations continued to participate as a member of the Library's Computer Security Coordination Group to assist with developing computer security policies and procedures. An Office of Investigations representative continued as a member of the Capitol InfoSec Technology Exchange, which brings together representatives of legislative branch agencies in the computer security field to discuss computer security threats and defenses. Investigators in the office served as liaisons to the Federal Bureau of Investigation (FBI) in the event that a computer crime perpetrated against the Library required FBI assistance. If the FBI declines to investigate a computer crime against the Library, Office of Investigations agents will investigate the offense with support from the Library's computer security officer.

Office of Investigations staff members continued to provide technical training to supervisors and fraud awareness training to contract specialists. The office provided guidance to Library managers for resolving allegations concerning serious employee misconduct.

PLANNING, MANAGEMENT, AND EVALUATION DIRECTORATE

Throughout the year, the Planning, Management, and Evaluation Directorate (PMED) worked closely with the service and support units to develop the Annual Program Performance Plans (AP³s). The AP³ is a tool that integrates the Library's operating programs into the budget formulation process. Through each of its goals and targets, AP³ establishes the basis for evaluating Library operations in terms of efficiency and effectiveness. The AP³ process facilitates the creation of the Library's Annual Operations Plan that is submitted to Congress. As part of the Planning, Programming, Budgeting, Execution, and Evaluation System, all service and support units reviewed and evaluated their performance for each of the goals in their AP³s using green, amber, or red to indicate the current status.

To promote a better understanding of the planning process, PMED expanded its Web site by adding the quarterly reviews for the fiscal 2002 AP³s for each service and support unit. The PMED Web site was enlarged by expanding the specialized bibliography of management resources and by adding tools to aid Library staff members in implementing the planning process.

The PMED office continued to work with Information Technology Services using Remedy software to create and edit an online AP³ form that managers can use to complete their annual program performance plans. Testing of Phase I (inputting information for the fiscal year 2004 AP³) is under way.

The PMED staff members worked collaboratively with the Law Library on a detailed analysis of the processes it uses to perform its mission of legal research for Congress. The outcome will be improved efficiency and effectiveness in carrying out the research.

PMED is implementing the Library's Strategic Plan, which provides a road map for the organization through 2004. Under the direction of the Deputy Librarian, PMED worked with the Financial Services Directorate to coordinate and conduct an off-site retreat where all of the Library's organizations participated in drafting a new Strategic Plan for the Library to cover the years from 2004 through 2008. At year's end, PMED was incorporating final revisions into the plan with the goal of presenting it to the Executive

Committee for approval and publication. Once approved, the plan will be presented to Congress along with the Library's fiscal 2004 budget request.

During fiscal 2002, PMED continued to update and record data into the Management Control Program. The objectives of the program are to provide reasonable assurance that (1) obligations and costs comply with applicable law; (2) assets are safeguarded against waste, loss, unauthorized use, or misappropriation; (3) revenues and expenditures are properly accounted for; and (4) program activities are carried out in the most efficient, effective, and economical manner possible.

FINANCIAL SERVICES DIRECTORATE

The Financial Services Directorate (FSD) serves as the principal adviser to the Librarian and Deputy Librarian on all financial activities of the Library. FSD directs a comprehensive financial management program and is responsible for formulating, presenting, and executing the Library's budget; establishing and monitoring systems that control the expenditure of funds; reporting about finances; and establishing all budgetary and accounting standards. During fiscal 2002, FSD continued to improve day-by-day operations and to correct systems deficiencies, it introduced new standards and technology, and it prepared staff members to meet future challenges through technical training. FSD issued three Financial Service Directives: FSD 02-01, Reprogramming Appropriated Funds; FSD 02-02, Guidelines for Financial System Reconciliations; and FSD 02-03, Guidelines for Accounting for Capitalized Property and Depreciation.

The Library of Congress received a total of \$525,837,000 in appropriations for fiscal 2002, which was approved by four different public laws:

- The Legislative Branch Appropriations Act of 2002 (Public Law [PL] 107–68), which was signed by the president on November 12, 2001, appropriated \$486,762,000, including authority to spend \$34,714,000 in receipts.
- Of amounts appropriated to the Architect of the Capitol under the 2001 Consolidated Appropriations Act (PL 106–554), which was signed by the president on December 21, 2000, \$1,390,000 was transferred to the Library of Congress during fiscal 2002 to enhance physical security.
- The Department of Defense and Emergency Supplemental Appropriations Act of 2002 (PL 107–117), which was signed by the president on January 10, 2002, appropriated an additional \$30,185,000 to the Library of Congress to respond to the 9/11 terrorist attacks on the United States and to the Capitol Hill anthrax incident.

- The Supplemental Appropriations Act of 2002 for Further Recovery from and Response to Terrorist Attacks on the United States (PL 107–206), which was signed by the president on August 2, 2002, appropriated an additional \$7.5 million to the Copyright Office to defray the lost receipts caused by the anthrax incident.

The total \$39.1 million that the Library received in emergency supplemental funding in fiscal 2002 supported new and expanded security-related activities such as revising mail-processing procedures and establishing an off-site alternative computer center to secure the Library's electronic resources. This supplemental funding was in addition to the funds provided in other legislative branch agencies' budgets that supported Library-related projects (e.g., the Architect's budget).

Budget Office

The Budget Office supported the fiscal 2003 budget process during fiscal 2002. The Library's budget request for fiscal 2003 totaled \$572.7 million, including authority to spend \$36.6 million in receipts. A major part of the Library's submission was funding for mandatory pay and price-level increases and for a new executive branch proposal that would fund health and retirement benefits entirely in agency budgets. Other Library increases were for digital futures; collections access, preservation, and security; infrastructure support; Copyright Office reengineering; and Congressional Research Service capacity. At the end of the fiscal year, the Joint Legislative Branch Appropriations Conference Committee had not yet met to reconcile differences between the House and Senate versions of the bill for fiscal 2003 (House Resolution [H.R.] 5121).

During fiscal 2002, the Library operated under new congressional reprogramming guidelines and operating plan requirements. Both of those administrative changes required significant changes in budget policy and procedures, including establishing controls at the budget-object class in the Library's central financial management system, developing FSD Directive 02-01 titled "Reprogramming Appropriated Funds," developing a reprogramming tracking system, and developing an operating plan format for each budget activity that was consistent with the presentation and with funding included in the budget justification and enacted bill. The Library's operating plans package was submitted to Congress within thirty days of the enacted bill (required deadline) and included fiscal 2002 performance plans. In addition, the Library won approval for all reprogramming requests submitted to Congress.

The Library continued to improve its budget formulation, presentation, and execution processes. The fiscal 2003 budget justification and the accompanying budget highlights package were reformatted and included new tables and revised narrative sections,

which received praise from both within and outside the Library. FSD worked with PMED in revising the Library's fiscal 2004 performance plan and policy paper guidelines and formats, thus supporting the Library's strategic planning and setting the stage for the Library's senior management to be better informed when making decisions. Ten new management information reports were developed to track fiscal 2002 financial and employment activities. Reports are distributed monthly, quarterly, or both to senior management and budget staffs and are used by FSD's budget office as a supplemental resource in highlighting and resolving financial management issues within the Library. FSD refined its quarterly review process and then revised or enhanced its procedures for processing the Library's commitments, obligations, billing, and payments. Those changes have already improved the coordination, efficiency, and accountability of financial management documents and will lay the foundation for future improvements in FSD staff utilization and funds control management.

Accounting Operations

As a result of the anthrax incident, the Library stopped receiving its U.S. postal service mail for five months during fiscal 2002. In response to this mail crisis, FSD posted notices on its Web site, updating the vendors on the mail situation and providing them with alternative methods for submitting invoices for payment. As a result, Accounting Operations (AO) began accepting invoices in electronic formats and instituted a process of accepting invoice approvals by e-mail so it could process payments more efficiently. As in years past, AO exceeded the standard for timely processing of invoice payments. In fiscal 2002, the standard was raised from 80 percent to 85 percent (invoices received for payment and paid within thirty days). The actual results reflected that 90 percent of the Library's invoices were paid within thirty days. The Library also paid 98 percent of its eligible recipients by electronic funds transfer, including 92 percent of vendor payments. (Electronic payments are mandated by the Debt Collection Improvement Act of 1996.) The Library increased its use of credit cards for small purchases and improved the accountability of the credit card process by implementing prepayment reviews and timely reconciliation of the purchase card accounts.

Financial Reports Office

The Financial Reports Office (FRO) prepared five sets of fiscal 2001 financial statements for audit: Library of Congress consolidated, James Madison Council Trust Fund (JMCTF), National Digital Library Trust Fund (NDLTF), Cooperative Acquisition Program Revolving Fund (CAPRF), and Capitol Preservation Commission (CPC). FRO's preparation

and coordination led to the Library receiving the sixth “clean” opinion for the Library of Congress Consolidated Financial Statements plus continued “clean” opinions for the JMCTF, NDLTF, CAPRF, and CPC financial statements. In addition, FRO completed its work on revising the Library’s methodology to recover overhead costs for its “fee-for-service” units. The fiscal 2003 rates will be the first rates to be approved, in advance, by both FSD and its customer service units. In fiscal 2002, FRO took steps to conform to the government-wide acceleration of monthly, quarterly, and yearly reporting of data to the Department of the Treasury. FRO now closes the Library’s books, for each reporting period up to three days earlier than in fiscal 2001, and with no material misstatements.

Disbursing Office

In partnership with the Department of the Treasury, the Disbursing Office (DO) coordinated a new cash management initiative that converts paper checks into electronic deposits through electronic scanning and in a one-day turnaround time frame. The Papercheck Conversion Project is being tested by the Copyright Licensing Division. In addition to improving cash management, the project will result in the creation of a “bad-check writers” database, thus allowing the recipient offices to reject checks from people who have issued bad checks in the past. To comply with the Paperwork Reduction Act, DO has been testing the use of ccmMercury database software for processing deposit receipts, thereby allowing the service units online access to deposit information. Once testing is completed and the process is implemented, the Library will realize a significant reduction in copying costs and an increase in paper savings. Full production is expected in the second quarter of fiscal 2003. The DO prepared investment results for two Investment Committee and one Trust Fund Board meetings, thus providing timely and accurate data for better informed decision making regarding the Library’s investments. In accordance with the policies of the Investment Committee, more than \$2 million were transferred from Treasury investments into the growth and income investments.

Financial Systems Office

During fiscal 2002, the Library’s central federal financial system (FFS) processed 207,806 documents that contained 299,145 lines of transactions for the Library and all cross-serviced agencies. Purchase and payment transactions dominated processing with a combined total of more than 178,446 lines of transactions. The Financial Systems Office (FSO) completed several significant tasks for the central financial management system (CFMS) replacement project. CFMS will be a Web-based system and will support a number of key objectives such as these:

- implementing program-based budgeting, which will align the Library's budget with the full cost of programs and will provide better information to evaluate cost and performance information;
- adding electronic transaction processing, eliminating paper barriers, and expanding electronic commerce capabilities;
- accessing financial information and transaction processes unconstrained by distance and time, which will facilitate telecommuting and remote processing; and
- adding user-friendly point-and-click, graphical user interface, which will facilitate greater use of financial data and will permit more decentralized access and entry of data at the source of the transaction.

FSO worked with the CFMS project team to define requirements, document Operational Capabilities Demonstration scenarios, prepare the Request for Quotes (RFQ), and identify the CFMS proposal evaluation team. In addition, FSO worked with Contracts and Logistics to select contracting services. They selected GSA's Federal Technology Service to provide such services. GSA sent the RFQ to vendors on its financial systems schedule. FSO also completed several key tasks on the project to convert the Reports Management System (RMS) reports to a more user-friendly, Web-based system (Crystal). FSO worked with Contracts and Logistics to award a contract to Data Management Group (DMG) to provide technical support for the Crystal project. FSO worked with DMG to convert four key RMS reports to Crystal, to transfer RMS files to an Oracle database, to develop a nightly cycle process to update the Oracle database with the FFS daily transactions, to develop user training materials, and to provide user training for the Crystal pilot project team. Additionally, FSO upgraded workstations to Windows 2000 and finished converting DOS paradox programs to Visual Basic. The Investment Management System (IMS) was one of the major programs that was converted from the DOS paradox programs to Visual Basic. Finally, FSO provided classes on FFS, RMS, Crystal, and Procurement Desktop (PDT) to Library staff members and to the staffs of cross-serviced agencies: Two FFS/RMS classes drew twenty-one staff members, one Crystal class drew seventeen staff members, and two PDT classes drew twenty-five staff members.

HUMAN RESOURCES SERVICES

During fiscal 2002, Human Resources Services (HRS) reorganized its structure and operations to enhance its service delivery to the Library community. The new HRS has five major offices: Strategic Planning and Automation, Workforce Acquisition,

Workforce Management, Workforce Diversity and Accommodations, and Work Life Services Center. As of September 30, 2002, directors had been selected for all offices except for Workforce Diversity and Accommodations. Two special assistants to the director for Human Resources had also been selected.

Fiscal 2002 represented the first full year of implementation for HRS's online classification and application system (AVUE). Under the new system, competitive selections increased (from 187 selections in fiscal 2001 to 300 selections in fiscal 2002), processing time decreased (from 178 calendar days in fiscal 2001 to 110 calendar days in fiscal 2002), and a wider applicant pool was reached (from an average of eighteen applicants per vacancy in fiscal 2001 to ninety-four applicants per vacancy in fiscal 2002). The online system provides a level of consistency for fair treatment of all applicants and a complete audit trail.

During fiscal 2002, HRS focused on position classification activities and dedicated resources to updating position descriptions; loading them into the online classification system; and ensuring accurate assignment of titles, series, and grades. HRS procured contract classification services to help managers and supervisors build positions more efficiently, hired a temporary expert classifier to help staff members with their classification needs, established a classification tracking system to monitor actions and to ensure workflow of essential documents, and created an agency position file to make it easier for managers to write position descriptions. During the period of May–September 2002, HRS classified more than 200 positions. Finally, HRS converted all computer specialists (GS-334) to the new Information Technology (GS-2210) series and then reviewed and converted all HRS positions to the human resources specialist (GS-201) series.

To enhance the online application system, the Library's Executive Committee chartered a Library-wide task force to develop standard operating procedures for the hiring process. Those procedures, which were issued during the summer of 2002, defined terms; explained and documented each process step; and identified the specific roles and responsibilities of the service and support unit managers, administrative staff members, and HRS personnel.

While improvements were made to the existing system, efforts were also under way to provide the Executive Committee with future options for process improvements. During the spring of 2002, a Library-wide project team identified customer requirements for an automated hiring system. In June 2002, the Executive Committee chartered a Merit Selection Plan Task Force and charged it with developing an efficient plan that followed merit principles and addressed agency and service unit requirements. The task force is scheduled to present its findings and recommendations in fiscal 2003.

Labor Management Relations Office

The Labor Management Relations Office (LMR) continued its involvement in master negotiations with both American Federation of State, County, and Municipal Employees (AFSCME) locals. As a result, the Library reached a master agreement with both the Guild (Local 2910) and the Union (Local 2477). Negotiations continued on other fronts with the Congressional Research Employees Association (CREA) and the Fraternal Order of Police. In spite of staff departures, LMR fulfilled its mission and continued to process formal grievances, unfair labor practice charges, information requests, and negotiability appeals. LMR responded to numerous requests for advice and assistance from Library supervisors and managers. During the year, the Labor Management Relations staff members recorded four midterm agreements, six unfair labor practice charges, forty-seven grievances, twenty-four information requests, and thirty-four waivers requests.

Employee Relations Office

The Employee Relations Office conducted 300 consultations and processed eleven adverse actions, eight final letters, two notices of appeal, seven separations/disqualifications, one termination of temporary appointment, six suitability determinations, two investigation reports, twenty-three event reports, and two information requests. The office provided background information and documents to revise and update the workforce management module in AVUE, plus supplying a draft of alternative procedures for the proposed new regulation on adverse actions.

Employee Assistance Program

Employee Assistance Program (EAP) counselors continued to provide consultative services, seminars, and training sessions for Library staff members, covering issues such as drug and alcohol addiction; emotional, financial, and legal difficulties; elder and child care; and posttraumatic stress disorder counseling in the wake of 9/11. The counselors conducted several grief counseling sessions in response to the death of co-workers, workplace violence consultations, and team building activities in three Library divisions. EAP conducted 312 briefings for staff members and managers, and 808 individual counseling sessions.

Retirement and Benefits

HRS's Retirement and Benefits staff provided extensive support to the Library community in the areas of retirement counseling; retirement processing; management of death cases; and administration of the Federal Employees Health Benefits Program

(FEHBP), the Federal Employees Group Life Insurance Program (FEGLI), and the Thrift Savings Plan (TSP). Retirement counseling services included providing information on retirement estimates; early retirement under the Voluntary Early Retirement Authority; social security benefits (Windfall and Government Pensions Offset); undocumented federal service, final pay, and lump sum annual leave payments, plus part-time service, and the effect of such payments on annuities; and basic retirement benefit questions. For each Library employee who retired during fiscal 2002, the Retirement and Benefits staff provided counseling sessions, computed annuity estimates, assisted in completing the retirement application, verified the final separation clearance forms, photocopied the complete retirement package, and sent the package to the National Finance Center (NFC). Each death case involved meeting with spouses, beneficiaries, and family members to explain the death benefits payable, assisting the family in completing the death benefits applications, and certifying all applications before forwarding the case to NFC.

The Retirement Benefits staff handled 2,838 general benefits inquiries and 2,533 FEHBP, FEGLI, and TSP requests; conducted 1,056 counseling sessions; processed 139 retirements; and assisted families in 12 death cases.

Interpreting Services Program

The Interpreting Services Program (ISP) continued to assess and design accommodations for Library-sponsored programs for employees and constituents who are deaf or hard of hearing. ISP logged more than 1,300 hours of interpretative services during the year, using a flexible combination of one full-time staffer and various professional contractors.

During fiscal 2002, ISP continued to coordinate the Model Secondary School for the Deaf Internship Program (MIP). Through this effort, eight students from Gallaudet University's secondary school worked as Library interns, recording more than 1,440 hours of challenging work in exchange for job experience and work-life mentoring. Library employees who are deaf served as MIP mentors and volunteered to provide input on career objectives, work ethics, and cross-cultural insights on joining a predominantly nondeaf workforce. A nationally recognized model intern program, MIP was particularly noteworthy for its level of management support, coordination of interpreting services, and mentorship opportunities.

The Library provided emergency pagers to employees who are deaf or hard-of-hearing to alert them of any need to evacuate the building. Pagers also provided essential daily notification of the closing of Library buildings during the period of anthrax testing. Throughout the year, the Emergency Management Team, Library of Congress Police,



Chief of Staff Jo Ann Jenkins (right) and Library staff members Rosalee Connor (left) and Alex Richey (center) deliver a translation of "Silent Night" in American Sign Language at the Library's staff holiday party. (Photo by Charlynn Pyne)

and Information Technology Services worked to coordinate the policies and procedures for successfully notifying this constituency. ISP ensured ongoing coordination, feedback, and improvement of this system in consultation with the LC Deaf Association.

Senior-Level Compensation

HRS ensured timely adjustment of senior-level compensation in accordance with Library of Congress Regulation (LCR) 2017-2.1. Activities included monitoring Executive Orders on annual pay adjustments for senior executives and canvassing the Performance Review Board on the proposed formula for performance-based pay adjustments and guidelines on performance awards.

In September 2002, the Deputy Librarian established the Senior-Level Executive System Work Group to evaluate the Library's senior executive program and to consider improving how managers are identified, developed, and rewarded. At year's end, the work group was reviewing executive program best practices and conducting interviews with Library executives.

Technical Services

HRS's Technical Service Group continued to provide expert, accurate, and timely support, advice, and assistance to Library service units, management, and staff members. During fiscal 2002, those efforts included performing qualification analysis on the 569

applications for noncompetitive appointments and conversion; reviewing, researching, processing, and approving approximately 5,955 actions, including 1,638 payroll actions; reviewing and processing 199 quality step increases; planning, coordinating appropriate training, and implementing the Library's conversion to NFC's Entry, Processing, Inquiry, and Correction System; consulting with and processing all actions for a major Congressional Research Service realignment; completing special assignments requiring the processing of more than 200 reclassification actions for Library Services; and the filing of more than 5,000 backlogged personal documents.

Dispute Resolution Center

The Dispute Resolution Center (DRC) completed its twelfth year of operation and successfully fulfilled its mission. DRC operated under three negotiated agreements for bargaining unit employees (CREA, AFSCME Local 2910, and AFSCME Local 2477) and under LCR 2020-7 for nonbargaining unit members. During the year, DRC received seventy-two new cases and closed out sixty-four disputes. Fifty-six of the closures were resolved (an 87.5 percent settlement rate). Of the eight cases that were closed and not resolved, three were sent to LMR and five were forwarded to the Equal Employment Opportunity Complaints Office (EEOCO). As of September 30, 2002, the office had an active caseload of thirty-one disputes. DRC conveners also recorded more than 600 consultations with employees, supervisors, and labor representatives. Those extensive consultation services provided many staff members with solutions to work-site problems and helped avoid the filing of discrimination complaints and grievances. DRC also provided training in basic mediation skills and the dispute resolution process.

Equal Employment Opportunity

EEOCO continued to process discrimination complaints to ensure administration of the Library's Equal Employment Opportunity program in accordance with statute, Library regulations, and policies. EEOCO ended fiscal 2002 with a total caseload on hand of 186 cases, including 91 informal and 95 formal complaints. During fiscal 2002, HRS sets priorities for its resources to redirect funds for investigative, counseling, and hearing examination requirements. Those funds significantly augmented EEOCO's existing contracts budget and ensured assignment of cases.

Affirmative Action and Special Programs Office

The Affirmative Action and Special Programs Office (AASPO) directs the Library's multifaceted efforts to increase the participation of minorities, women, and people with

disabilities in all Library programs and activities. During the year, AASPO conducted awareness and education programs to mark African American History Month, Hispanic Heritage Month, Asian Pacific American Heritage Month, Women's History Month, and Disability Employment Awareness Month.

The seven members of the fifth Affirmative Action Intern Program class completed their two-year professional development effort in March 2002. Begun in 1990, the intern program prepares Library staff members who are in clerical or technical positions so they can advance into permanent professional and administrative positions leading to the GS-11 or GS-12 level. The program includes intensive on-the-job training, formal coursework with training allotment, professional development plans, mentors, and sponsored or recommended seminars and courses. At year's end, intensive preparations were under way for completing the upcoming sixth intern program, which will include ten opportunities.

Forty-one Library staff members received awards under the Affirmative Action Tuition Support Program for fiscal 2002. Each award carried a stipend of up to \$2,000 toward payment of tuition, books, and other fees directly related to the educational process. Awards provided an opportunity for staffers to gain additional education and training that will help them compete for positions in the following targeted job series: social science analyst, economist, foreign affairs analyst, computer specialist, administrative officer, copyright specialist, librarian, and technical information specialist.

The Disability Employment Program and Selective Placement Program improved customer service by establishing consolidated phone and e-mail access points, assessing a server-based system to replace outdated teletypewriters, designing a pilot test for remote interpreting by Webcam, and purchasing portable enlargement systems for use by employees and the public. By attending several seminars hosted by the Kennedy Center and the Smithsonian Institution, Library employees conducted an active exchange of emergency preparedness policies and procedures for people with disabilities. HRS also designed a full range of accommodations to meet the challenging needs of National Book Festival attendees. Accommodations included programs in braille and large print, assistive listening devices, American Sign Language interpreting services, and personal assistants.

INTEGRATED SUPPORT SERVICES

During fiscal 2002, Integrated Support Services (ISS) contracted for millions of dollars in goods and services; completed several major renovations; provided printing, graphics, and postal and freight service support to the Library staff; and ensured the health and safety of Library staff members through the work of Safety Services and the Health

Services Office. The ISS director continued to chair the Library's Emergency Management Team and to serve as the Library's designated agency safety and health official. The ISS director, ISS division chiefs, and support staff participated in emergency management activities throughout the year. They shared increased responsibilities in the wake of the 9/11 terrorist attacks and the subsequent discovery of anthrax in the Hart Senate Office Building, which led to a weeklong closing of the Library for anthrax testing, followed by precautionary irradiation of the Library's mail.

Contracts and Logistics Services Division

The Contracts Section completed more than 12,000 contractual actions valued at approximately \$213 million. The contracting staff members, who support internal Library customers by purchasing all services, supplies, and equipment for the Library, processed 5,645 contractual actions for approximately \$122.5 million. Of that volume, 4,382 actions (77 percent) were for simplified acquisitions valued at less than \$100,000; 702 actions (13 percent) were for contracts awarded at values greater than \$100,000; and 561 actions (10 percent) were for prior-year contract closeout activities.

FEDLINK Contracts processed 3,527 contractual actions valued at \$90,727,471 and processed 2,834 modifications for prior-year delivery orders. The FEDLINK contracts team established 115 contractual vehicles including five new Indefinite-Date-Indefinite-Quantity contracts in which the program's administrative fees will be paid by the vendors rather than by FEDLINK customers.

In December 2001, the Contracts Section began developing a complex contract that would provide a flexible and broad approach to addressing library support services for the Law Library and other Library of Congress service units. The contracting requirement was necessitated by a congressional mandate in the Law Library's budget appropriation for fiscal year 2002 that directed the Law Library to address and resolve four collection arrearages by the end of fiscal year 2003. This vehicle was designed to end the use of a National Institutes of Health (NIH) multiagency agreement awarded to one vendor whose services carried additional costs as an NIH administrative service fee. By using the new megacontract instead of the NIH multiagency agreement, the Library saved approximately \$670,000 in the first three months of its use.

Contracts staff awarded contracts that supported the second annual National Book Festival, contracts related to the Center for Russian Leadership Development, an \$8.5 million contract for services to provide a volume-by-volume physical inventory of an estimated 10 million items in the Library's collections, and a contract for paper-splitting services for use in preserving at-risk Library materials.

The Logistics Section accounts for and ensures proper use and disposal of more than 100,000 line items of Library property valued at more than \$312 million. This group manages a reimbursable supply operation for the Library that buys commonly used office supplies in bulk to take advantage of volume discounts. In fiscal 2002, the group filled 2,719 requisitions with total sales of more than \$913,000. The warehouse and receiving operations picked up and delivered 11,943 items of furniture and equipment.

The Logistics Section continued to support the Computers for Learning Program established by Executive Order 12999 to ensure that all American children have the skills they need to succeed in the information-intensive twenty-first century. To that end, the section donated 654 computers valued at more than \$1,417,200 to thirty schools nationwide.

Facility Services

The Facility Design and Construction Unit (FD&C) processed 2,000 requests for service, 300 purchase requisitions, and 100 ergonomic evaluation reports. During the year, the FD&C completed the Security Initiative Project, which included renovation of the police locker rooms, lounge, and roll call room; operations office; break room for The Chimes vocational training and janitorial services agency; the Collections Access, Loan, and Management Division break room; and cellar storage areas. The FD&C completed the reconfiguration and expansion of the Scholars' Colonnade to house the John W. Kluge Center. This significant furniture reconfiguration project converted the existing workstations on the lower level to private offices, while adding twenty-eight additional workstations on the upper level. As part of the Madison Furniture Replacement Project, FD&C designed and purchased 137 workstations Library-wide.

Other major accomplishments included completion of the Loan Division Project, the Facility Services portion of the Book Processing Design Project for the loading dock in the Jefferson Building, a temporary design and installation for the Baseline Inventory Project in the Adams Building North Reading Room, and installation of furniture at the Fort Meade storage facility in preparation for its grand opening in November 2002.

The Public Programs Section of Facility Services supported 40 events sponsored by the Office of the Librarian; 121 congressional events; and 1,735 other Library events, including meetings, seminars, and conferences.

Office Systems Services

The Office Systems Services (oss) continued to meet the printing, postal, freight, transportation, and records management needs of the Library. The division responded to

the presence of anthrax in the mail system of the Hart Senate Office Building by immediately partnering with congressional staffs to assess potential contamination and develop testing, security, and training protocols for incoming mail. The oss acting chief served on the Joint Senate–House Library Task Force that developed an operating agreement changing the procedures for mail delivery, shipment, and distribution on Capitol Hill.

Under the post-9/11 emergency supplemental appropriation bill, oss received \$9.5 million to effect changes necessitated by the anthrax attacks. Working with technical, medical, and scientific experts from Congress and several federal agencies, oss set up

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quarantine and security procedures for mail coming into the Capitol complex. Included were procedures for off-site receiving, irradiation, and X-raying all quarantined and future incoming mail for the Library, House, and Senate. Those extraordinary protocols, along with the off-site location cost and specialized equipment, increased the Library's mail handling expense from a pre-9/11 level of approximately \$500,000 per year to approximately \$750,000 per month.

The Printing Management Section supported the printing needs for the Library by providing printing, composition, and graphics support for posters, reports, brochures, and calendars for major Library exhibitions, special events, and other Library programs.

During the year, the section instituted a new Simplified Purchase Agreement Contract (Program 960) that permits direct contractor procurement on specialized jobs (up to \$2,500) for printing, copying, microfilming, foil stamping, embossing, tabs, blueprints, calligraphy, die-cutting, plaques, bags, and other products and services. The Printing Management Section partnered with the Records Management Unit Section to update all Library of Congress Regulations on the Xerox DigiPath machine. As a result, the section can print up-to-date regulations using print-on-demand for any Library office.

The Mail and Distribution Management Section implemented new U.S. Postal Service regulations and procedures for city deliveries and increased security measures by X-raying all mail and freight delivered to the Library. Mail clerks were trained about procedures and equipment, and contractors were trained to assist in reducing the mail backlog caused by anthrax contamination, which caused postal authorities to close the Brentwood mail-processing facility.

The Transportation Services Unit continued to provide transportation and special delivery services to Library of Congress officials and special guests attending functions and events. Shuttle runs continued daily service to Library annexes and to the State Department for confidential and top-secret mail and telegrams coming to the Library.

The Records Management Unit responded to records management inquiries from Library divisions and congressional offices regarding file classification, records scheduling, and disposition. The office responded to all Freedom of Information Act requests within ten days, processed more than 300 requests to reprint forms, and designed or revised thirty forms. Staff members assisted permanent Senate committees on plans for filings, subject headings guidelines, and records management practices in preparation for investigative hearings on Enron and Arthur Andersen. Cost avoidance savings for records transferred from Library offices to the oss storage area and authorized destruction of old records totaled \$32,883.

The unit also worked with offices throughout the Library to gather and archive the permanent records documenting responses, plans, and policy changes that resulted from the anthrax attack. As part of the post-9/11 security protocols, the unit contracted with Iron Mountain Records Storage Inc. to begin transferring temporary records from oss plus selected permanent records from the Library of Congress Archives to a secure, off-site location.

The Correspondence Control Unit partnered with the Librarian's Office and Information Technology Services to customize and implement the new ccmMercury software system for inputting and tracking the Librarian's correspondence. The unit is now responsible for opening all correspondence directed to the Librarian of Congress and scans each document into the ccmMercury system, which classifies and routes it to the proper office for response. Hard-copy original documents are archived in the unit. In addition, all of the Library's incoming mail is now irradiated at the off-site facility before delivery.

Safety Services Office

In an unprecedented year of activity, the Safety Services Office responded to an emergency mandate of the Librarian to ensure the safety and health of Library employees and patrons after the anthrax discoveries. Led by the chief, the office drew up an environmental testing and monitoring plan for the Library's three Capitol Hill buildings and obtained the concurrence and approval of the Centers for Disease Control and the Anthrax Remediation Task Force. Once the plan was approved, division safety and health professionals executed it to ensure—beyond a reasonable doubt—that Library buildings were free of anthrax. At significant personal risk, they collected and packaged biological test samples. Their actions greatly reduced the time that the Library was closed and saved millions of dollars in lost work time. In partnership with the Occupational Safety and Health Administration and the Library's Health Services Office, the Safety Services Office also

conducted a study to determine the possible health hazards associated with the unprecedented irradiation of mail being received at the Library of Congress.

The Library finished the year with a lost-time injury rate of 0.5 injuries per 200,000 hours worked, thereby scoring better than the projected rate of 1.4 injuries. Safety Services Office staff members provided comprehensive ergonomic consultations to 225 Library employees and assisted in the design of workstations and the purchase of equipment in Phase 2 of the workstation replacement project in the James Madison Building. Staff members provided fire and life safety reviews and safety management services to the Library for the completion of the Fort Meade Collections Storage Facility, Module 1. They completed plan reviews and provided advice on the design and use of the National Audio-Visual Conservation Center in Culpeper, Virginia; the Capitol Visitor Center connection to the Library of Congress; and the perimeter security initiatives around all Library buildings on Capitol Hill. In addition, the office assisted in planning and renovating more than 100,000 square feet of office space for Library customers. This renovation included improving the fire protection system and life safety initiatives. The office also partnered with the Architect of the Capitol to improve the fire systems and other life safety equipment in more than 3 million square feet of collection, exhibition, and office space in the Thomas Jefferson, John Adams, and James Madison Buildings.

Health Services Office

The Health Services Office (HSO) provided acute and emergency treatment to approximately 10,000 staff members and visitors during fiscal 2002, including 2,709 blood pressure monitorings. Additionally, staff members responded to ninety-seven medical emergencies, many of which were life threatening. The allergy clinic administered 1,912 on-site immunotherapies and 2,125 influenza vaccinations. HSO conducted staff health screenings for diseases such as diabetes and prostate, ovarian, and breast cancer.

The HSO staff spearheaded the effort to purchase, install, and train other Library staff members to use fourteen additional automatic external defibrillators. As a result, the Library of Congress became one of the few federal agencies to have a full-fledged public access defibrillator program in compliance with the Cardiac Arrest Survival Act and Rural Access to Emergency Devices Act. Those acts were signed into law by President Clinton in November 2000 as components of the Public Health Improvement Act of 2000.

During the year, HSO managed the Workers' Compensation Program. The office processed 140 reportable injury and 3 illness claims, logged 31 occupational repetitive motion complaints, and counseled more than 182 individuals with prospective injury complaints. The Library's charge-back costs were reduced by 1 percent. Four workers were

returned to the active workforce rolls (having been on long-term disability) and one person retired, reducing the Library's costs by \$49,505.

Fiscal 2002 was challenging for HSO in the wake of the 9/11 terrorist attacks and subsequent anthrax attacks. The HSO chief assisted in developing a Capitol Hill-wide anthrax testing plan while HSO staff members counseled about and tested Library and congressional employees for exposure to the deadly substance. Upon the reopening of the Library after anthrax testing, the HSO chief briefed more than 2,000 Library staff members to assuage fears and to provide sound medical information. By designing and coordinating a study (in conjunction with the Safety Services Office) to evaluate risks, HSO addressed the concerns of staff members with regard to the potential health risks of handling irradiated mail. The first phase of the study was conducted on February 25 through March 1 with the gathering of baseline data on all 148 participants. The second phase of data collection was conducted on April 22–25, and the study concluded with Phase 3 of data collection on July 24–25. At year's end, the results were being analyzed. The study—the only one of its kind—is expected to provide information that will be shared on a national level.

In the wake of the year's unprecedented events, the Library instituted several health and safety measures, including the formation of Community Emergency Response Teams (modeled after the framework established by the Federal Emergency Management Agency) to train volunteers to respond under the direction and supervision of the Library's medical officer in the event of a disaster or mass casualty. In compliance with the Homeland Security Act, the Deputy Librarian requested that a task force be formed to examine and recommend comprehensive safety and protective measures for staff members in the event of a catastrophic attack on Library buildings. The health services officer and one nurse practitioner served on that task force, which presented its final report to the Library's Executive Committee in September.

LIBRARY OF CONGRESS INTERNAL UNIVERSITY

The Library of Congress Internal University (LCIU) completed its fifth year of providing training programs and services to Library management and staff members. During the year, LCIU expanded its efforts not only to provide the right training to the right people at the right time but also to take innovative approaches to support the Library's strategic objectives and initiatives.

In fiscal 2002, LCIU scheduled, coordinated, or supported more than 565 automation and nonautomation courses. In addition, the LCIU supported more than 135 service and support unit activities, such as vendor demonstrations, meetings, and special require-

ments (e.g., support for the anthrax medical screening program, General Counsel's Office hearings, and town hall meetings).

The LCIU fully funded courses in facilitative leadership skills and new employee orientation. It partially subsidized the Library's mentorship program, as well as funding training in Microsoft computer applications, computer security awareness, and Web development.

In addition to those technical courses, new offerings included Presentation Skills, Writing, Palm Pilot Utilization, and Effective Facilitation. Plans were completed to implement new classes in Diversity and Sexual Harassment Prevention in the coming year.

In collaboration with the Law Library, the LCIU supported a series of courses that instructed congressional staff members about methods and techniques for researching current and past legislation. During the year, more than 250 congressional staff members participated in this series of courses.

To reduce costs to the service and support units, the LCIU negotiated with various vendors to bring specialized technical training to the Library at costs lower than similar classes outside the Library. This specialized training included developing and implementing the Library's customized Webmaster Technical Training Curriculum. The curriculum, which LCIU is now offering to all service and support units, includes HTML, Writing for the Web, UNIX, Dreamweaver, HomeSite, Architecture for the Web, Cascading Style Sheets Workshop, Usability Testing, XML, Web Graphics, and Fireworks. During fiscal 2002, 476 Library employees participated in those customized on-site courses for a total service and support unit LCIU-negotiated cost of \$58,991 as compared with more than \$226,000 for similar off-site training. Similarly, the LCIU arranged on-site training in Windows 2000 for 464 Library employees at a cost savings to the Library of \$62,640.

During the year, the LCIU continued to make significant progress in promoting self-paced learning for all Library employees through online training. Toward this end, the office fully implemented and managed the Learning Support Center (LSC). Equipped with state-of-the-art computer equipment (Internet, CD-ROM, etc.), the LSC served as a gateway to introduce new technology. The LSC provided online computer training programs to staff members at no charge, supported the staffs with AVUE training, and provided team leaders with group training using LSC videos and training manuals. The LCIU also helped the National Library Services for the Blind and Physically Handicapped to establish a similar learning support center, including providing the center with videos, books, and other materials.

Of special note during the year were the development and implementation of the Library's first "blended" learning program, that is, course modules that were both instruc-

tor led and online. After the successful pilot of the instructor-led, Library-wide Computer Security Awareness Training (CSAT), the Library's mandatory instructor-led CSAT was implemented in February 2002 with eleven sessions in the Coolidge auditorium. An electronic scanning system was used to register employees. Special sessions were conducted for shift workers in the evening and for the National Library Services for the Blind and Physically Handicapped at the Taylor Street Annex. A follow-up program for mandatory Web-based CSAT training was developed and implemented for all Library employees.

In an effort to keep Library management and staff personnel informed, the LCIU developed and maintained an Intranet home page that listed its course offerings and other training resources. The LCIU used various forums such as town hall meetings to provide staff briefings on training, and it published a listing of LCIU-sponsored courses in the *Gazette*. Working with the labor organizations, the LCIU continued to participate in the Joint Advisory Committee on Professional Development and Training, a union-management group. The LCIU also continued its long-standing relationship with the Catholic University of America's School of Library and Information Science through graduate-level courses.